**VALENCIA COMMUNITY COLLEGE**  
**Student Affairs Department Unit Plan**

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**Active Cycle (academic year): 2013 - 2014**  
**Area (Department/Program):** Office for Students with Disabilities  
**Person Responsible:** Deborah Larew

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<tr>
<th>Plan</th>
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<tr>
<td><strong>1. Goal</strong> - principal purpose of plan (include how this relates to serving students or increasing student success or supporting LifeMap)</td>
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<td>Building upon feedback from staff and faculty survey, the OSD strives to increase retention and graduation of students registered with the OSD through enhanced advising and targeted communication strategies.</td>
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<td><strong>2. Objectives</strong> - what will be accomplished and measured</td>
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| 1. OSD will develop an intentional plan for advising based on LifeMap and Proactive advising models; this will include a curriculum for the initial advising session and a communication plan for case management follow-up.  
2. OSD will research, develop, and/or implement more integrated software to improve access for students and to enhance the advising experience.  
3. OSD will increase communication with faculty and staff regarding safety issues, classroom accommodations, and OSD resources.  
   - Write at least 3 articles for the Security offices college wide.  
   - Continue a project to include faculty in the accommodation of interpreted tests.  
   - Pilot a program to increase communication of the need for accommodations (NTI) for selected students. |
| **3. Measures and Findings** - How specifically measures will be conducted. How will we know the objective has been achieved? |
| To establish a baseline, I have requested data from the IR regarding retention and graduation rates for students also registered with the Office for Students with Disabilities. While the success and impact of the objectives above may take more than one year to measure, we will continue to track the data.  
1. Our proactive advising model will be evaluated via a student services pre and post assessment regarding student’s satisfaction with the advising available in the OSD.  
2. OSD will research the in-house Valencia Visits as well as other software advising systems that might be available to us to determine a most effective tool for the advising/OSD process. Once implemented, the OSD will elicit feedback from the OSD advisors regarding the effectiveness and usefulness of the new system.  
3. OSD increased communication will be measured by faculty and staff feedback. The faculty survey will be resent to a select group of faculty and staff who have been our targeted audience. These selected respondents will be representatives from each of the projects: Security, Faculty with students who are Deaf, and students who request to have their faculty notified via email. This objective will be achieved when respondents indicate that the improved communication helped them to serve students more effectively. |
| **4. Action Plan** - what is the implementation plan? |
| 1. **a.** The coordinators have been tasked with developing a curriculum for intake and registration based on the developmental Life Map advising philosophy. This curriculum will be a tool used by the advisor during the intake process.  
   b. OSD will develop a communication plan to assist students through crucial points in the semester. Relative email templates will also be developed and sent to students according to the communication plan. |
| 2. OSD staff will research various software options to determine what the most effective tool is for the OSD advising process. The research and selection process will be complete by the end of the planning year and necessary funds and/or purchase will be made the following year in consultation with the Office for Information Technology.  
3.a. OSD staff will provide three informational articles to the offices of Security regarding students with disabilities.  
b. The Assistant Director will implement the faculty communication piece regarding interpreted testing. She will also gather feedback from students and faculty regarding the implemented process.  
c. OSD staff will pilot a program to increase communication of the need for accommodations (NTI) for selected students by emailing faculty for selected voluntary students. |
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| **5. Achievement Summary/Analysis**  
**What was learned from the assessment results?** What changes will you make in your initiative for the year to come? |
| **6. General Education Learning Outcome**  
**ETHICAL RESPONSIBILITY:**  
Demonstrate awareness of personal responsibility in one's civic, social, and academic life.  
**CRITICAL THINKING:**  
Effectively analyze, evaluate, synthesize, and apply information and ideas from diverse sources and disciplines. |
| **7. Strategic Plan Outcome**  
Building Pathways, Transition and Persistence |